

Server/Bartender

Rec'd  
11/12

11/13  
e-mailed

Middleton

Fr  
11/23  
Interview  
10am/11am

## JoAnn Wyman

646-831-7410 (cell); dusty10276@yahoo.com

### Professional Experience

#### **Morgan Stanley**

##### **Executive Assistant, Credit Risk Management**

New York, NY

May 2016 – Present

- Provide direct support to three Managing Directors to include heavy calendar management as well as domestic/international travel and Visas, while executing company travel and expense policy and administrative support as necessary to a department of over 65 employees.
- Coordinate meetings inclusive of conference rooms, catering, audio/video set-up, etc.
- Prepare and submit expense reports (Concur) while executing company expense policy.
- Responsible for the onboarding process of consultants, interns, and employees in (Fieldglass).
- Handle floor moves, employees, consultants, and interns, setting up desk assignments, computer setup, phones,
- Submit and follow-up on requests for phone set-up, building/facilities, printer issues, etc in (NYIMAC)
- Responsibility included scheduling appointments, handle confidential mail, taking detailed messages, executing expense reports, update the department organizational chart, paying vendors through (SMAART), Update the BCP in (Bizcon), ordering supplies and merchandise (Ariba).

#### **Directv**

##### **Executive Assistant, Ad Sales Planning & Operation/National Advertising Sales**

New York NY

Feb 2014 – May 2016

- Maintain calendars for three VP, and provide ad hoc calendar support for four Senior Directors in AD Sales.
- Researching and reconciling budgetary discrepancies and tracking forecast to actual expenditures
- Support the department: route materials for signature sign off, prepare reports, create and modify basic charts/slides.
- Assist team by pitching in to help the team accomplish goals/work assignments.
- Organize onsite and offsite programs, events or conferences by arranging for facilities, travel, caterer, issuing information/invitations, coordinating speakers and controlling event budget.
- Resourceful and comfortable reaching out to other departments to complete assignments.
- Maintain discretion and confidentiality when working with sensitive information.
- Perform general office duties, including: taking detailed messages, handling confidential mail, arranging domestic and international travel and VISAS, submitting expense reports (Concur), creating Purchase Orders (Ariba), paying invoices, scheduling and coordinating meetings, managing (Outlook) calendars, completing and processing expense reports, approving timecards. Assist in the planning, implementation and maintenance of the Ad Sales department budget, including monitoring expenses,

#### **NY/NJ Super Bowl Committee**

Secaucus, NJ

##### **Event Captain**

Oct 2013 – Feb 2014

- Supervised event coordination pre planning and on site.
- Researched the best way to carry out the event.
- Planned and coordinated all aspects before any can be executed.
- Ensured that the event complied with the local and national safety regulations.
- Hired any necessary staff and equipment.

#### **American Express**

New York, NY

##### **Executive Assistant, Executive Office of the President, Global Commercial Services**

Nov 2012 – Oct 2013

Reports to and support to the President and the Vice President of Business Planning and team of 2.

- Handled complex calendar management across multiple parties and internally and externally, on call blackberry 24/7
- Coordinated heavy business travel arrangements domestic and internationally and handling Visas for travel
- Timely and accurate preparation, review and submission of expense reports (Concur)
- Preparation of meetings with senior executives (e.g. documents, video conferencing, Live Meeting, and other logistics)
- Arranged on/off site/virtual meetings
- Coordinated of office supply management (Ariba)



- Payroll, Submission of Vendor Invoices (Ariba)
- Supported special ad-hoc projects and initiatives as assigned
- Group administration (e.g. ordering computers, equipment, supplies, new hire/transfer paperwork) (Ariba)

## NFL

New York, NY

### Executive Assistant supported the EVP of International, VP of Finance, CIO

June 2010 – August 2012

- Administrative support for the CIO, EVP of International, VP of Finance, overseeing the areas of Mexico, China, Japan, UK
- Responsibility included scheduling appointments, handled confidential mail, taking detailed messages, executing expense reports, managing domestic/international travel plans and handling visas, ordering supplies and merchandise, coordinating ticket requests.
- Draft letters, meeting notes, and follow up memos; manage day-to-day client communications
- Built client relations in response to requests such as charity donations, University/Educational events and initiatives which engage our fans
- Provided information on NFL policies to foreign offices
- Coordinated departmental events including the Super Bowl, NFL Draft, and departmental offsite meetings
- Maintained a database of all NFL International personnel, key clients and contacts
- Handled Corporate and Personal calendars, events, personal appointments and errands, on call blackberry 24/7
- Prepared all senior level support materials and creative projects (PowerPoint slides, financial charts, graphs)
- First departmental point of contact for the summer intern program

## Unithink

Morrisville North Carolina

### HR/Office Manager

April 2008 - February 2010

- Maintained office operations and procedures; prepared payroll and office communications
- Defined procedures for retention, protection, retrieval, transfer, and disposal of records
- Designed and implemented office policies by establishing standards and procedures; measured results against market standards and made necessary adjustments
- Kept management informed by reviewing and analyzing special reports and budgets; summarized information and identified trends
- Managed office staff-related activities including recruiting, selecting, orienting, and training employees, coaching, counseling and disciplining employees, monitoring and appraising job results
- Maintained professional and technical knowledge by attending educational workshops and reviewing professional publications, establishing personal networks and participating in professional societies
- Achieved financial objectives by preparing an annual budget, scheduling expenditures, analyzing variances and initiating corrective actions

## Time Warner, Inc.

New York, NY

(March 06 - December 07) *Synapse* (a division of Time Warner) Stamford, CT

May 03 - December 2007

### Executive Assistant to the CIO and COO

- Oversaw administrative function of the IT organization; scheduled travel, appointments, internal meetings, events, offsite meetings
- Interacted with senior executives, vendors and clients; primary point of contact for the department
- Handled confidential materials and situations appropriately
- Cultivated and managed relationships which enhanced the effectiveness of the CIO
- Managed purchase orders, invoices, billing, and reconciliation schedules

(May 03 - March 06) **Time Warner Retail Sales and Marketing** New York, NY

### Executive Assistant to the Executive Vice President and Vice President of Sales & Marketing

- Scheduled on-and off-site meetings, preparation of presentations and other reports
- Prepared Gelco, SAP, and PeopleSoft billing and coordinated all aspects of global travel arrangements
- Handled Personal & Corporate calendar, scheduled family vacation, household bills

**National Basketball Association**

New York, NY

**Executive Assistant to the Sr. VP Marketing & Liaison to the Commissioner's Office**

August 2000 - February 2003

- Prioritized Senior Vice President and Vice President's e-mail, handled their corporate & personal calendars, on call blackberry 24/7
- Wrote sections and edited the 2000 and 2001 Marketing Schedule for NBA, WNBA and NBDL
- Coordinated events and seminars for over 60 people (created budget, organized speakers, presentations, etc.)
- Coordinated all budgeting and travel arrangements for league-wide initiatives and meetings, All-Star Game, Playoffs and for the Finals, handled and negotiated contract agreement with hotel, car services, restaurant, theatre and concert vendors and dealing with celebrities and high wealth guests
- Liaised with internal and external client groups requiring tact, confidentiality and diligence

**Cantor Fitzgerald & Co.**

New York, NY

**Executive Assistant to the President of Equities**

June 1996 - August 2000

- Served as "right arm" to a very busy Corporate Executive
- Reviewed & approved all travel and expenses for department as well as handled all corporate travel and meetings for the department
- Directed production for public events, corporate conferences, professional ceremonies and private functions (Phil Simms, STANY Week at the Intrepid, Sales Meeting at the Plaza Hotel, Golf Outings); negotiated contracts and agreements with outside vendors, which included hotels, conference centers, restaurants, printers and promotional companies
- Handled personal social calendar for the theater, sporting events and concerts as well as the corporate calendar
- Vastly improved turnaround on expense refunds and reduced costs on company events
- Developed Excel based expense account record which became the standard for the company; created budgeting spreadsheets and other tools for personnel

**Education**

Completed 2 years at the University of Miami

**Computer Training**

Microsoft Windows 2010, Ariba, Concur, Fieldglass, IMAC, Word, Excel, PowerPoint, Access, Westlaw, Outlook, Lotus Notes, Business Objects, PeopleSoft, Quickbooks, Gelco, SAP, ADP, Oracle, Adobe E-Learning Suite, Sharepoint, Salesforce, MAC, SHRM



Name ToAnn Morisco  
Score 21 / 35

## Servers Test

### Multiple Choice

60%

- C 1) Food is served on what side with what hand?
- a) On the left side with the left hand
  - b) On the left side with the right hand
  - c) On the right side with the left hand
  - d) On the right side with the right hand
- d 2) Drinks are served on what side with what hand?
- a) On the left side with the left hand
  - b) On the left side with the right hand
  - c) On the right side with the left hand
  - d) On the right side with the right hand
- C 3) Food and drinks are removed on what side with what hand?
- a) On the left side with the left hand
  - b) On the left side with the right hand
  - c) On the right side with the left hand
  - d) On the right side with the right hand
- B 4) What part of a glass should you handle at all times?
- a) The stem
  - b) The widest part of the glass
  - c) The top
- C 5) When you are setting a dining room how should you set up your tablecloths?
- a) Neatly and evenly across the tables
  - b) The creases should all be going in the same directions
  - c) The chairs should be centered and gently touching the table cloth
  - d) All of the above
- B 6) If you bring the wrong entrée to a guest what should you do?
- a) Go back into the kitchen and patiently wait in line behind the rest of the servers until it's your turn
  - b) Inform the guests that you will bring the correct entrée once everyone else in the dining room is served
  - c) Try to convince the guests to eat what you brought them
  - d) Go back into the kitchen to the front of the line and inform the expeditor that you need a different entrée

### Match the Correct Vocabulary

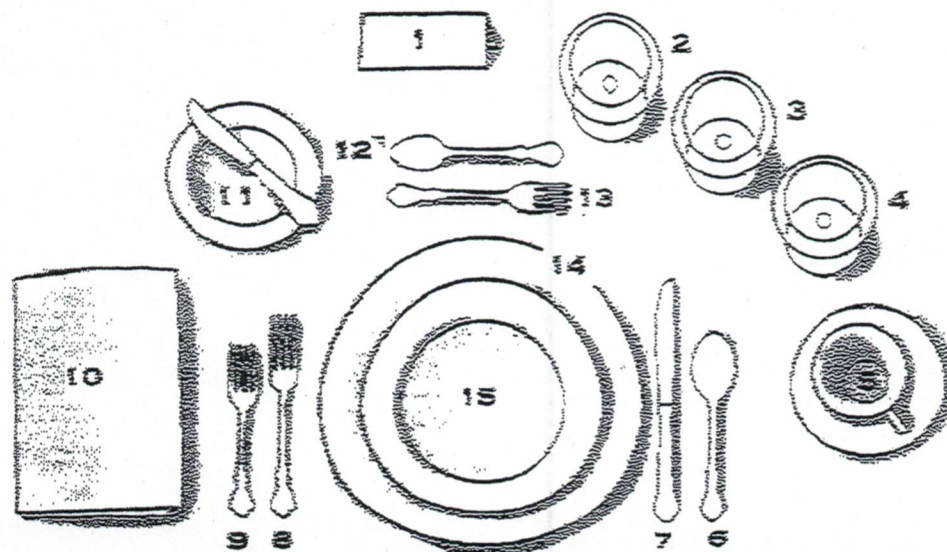
- D Scullery
- C Queen Mary
- C Chaffing Dish
- A French Passing
- B Russian Service
- F Corkscrew
- E Tray Jack

- A. Metal buffet device used to keep food warm by heating it over warmed water
- B. Style of service where food is prepared or served individually at the dinner table to fit the customer's specific taste (i.e. providing dressing and pepper for salad or handing out bread to each patron)
- C. Used to hold a large tray on the dining floor
- D. Area for dirty dishware and glasses
- E. Large metal shelving unit for prepared food to be held or for dirty trays to be stored
- F. Used to open bottles of wine
- G. Style of dining in which the courses come out one at a time

Name \_\_\_\_\_

# Servers Test

Score / 35



## Match the Number to the Correct Vocabulary

- |           |                       |           |                              |
|-----------|-----------------------|-----------|------------------------------|
| <u>10</u> | Napkin                | <u>8</u>  | Dinner Fork                  |
| <u>11</u> | Bread Plate and Knife | <u>5</u>  | Tea or Coffee Cup and Saucer |
| <u>1</u>  | Name Place Card       | <u>7</u>  | Dinner Knife                 |
| <u>12</u> | Teaspoon              | <u>2</u>  | Wine Glass (Red)             |
| <u>13</u> | Dessert Fork          | <u>9</u>  | Salad Fork                   |
| <u>6</u>  | Soup Spoon            | <u>14</u> | Service Plate                |
| <u>15</u> | Salad Plate           | <u>3</u>  | Wine Glass (White)           |
| <u>4</u>  | Water Glass           |           |                              |

## Fill in the Blank

- The utensils are placed \_\_\_\_\_ inch (es) from the edge of the table.
- Coffee and Tea service should be accompanied by what extras? Sugar & milk
- Synchronized service is when: All servers - place the Entrées on the Table 1-for each Guest
- What is generally indicated on the name placard other than the name? Table Number
- The Protein on a plate is typically served at what hour on the clock? 9:00
- If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?  
Check w/ Chef to see if we have any